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**STAFF SERVICES ANALYST (GENERAL)**  
**CUSTOMER SERVICES SECTION**  
**FINAL FILING DATE: November 7, 2008 or Until Filled**  
**PERMANENT/FULL-TIME**  
**\$2,817.00 - \$3,426.00 – Rg. A**  
**\$3,050.00 - \$3,708.00 – Rg. B**  
**\$3,658.00 - \$4,446.00 – Rg. C**

**DEPARTMENT SUMMARY:**

The Victim Compensation and Government Claims Board (VCGCB) is comprised of approximately 300 employees who help administer various programs. The Victim Compensation Program helps people who have been victimized by violent crime to pay medical bills, mental health treatment, funeral expenses, and other crime-related expenses. The Government Claims Program helps resolve civil claims filed against the State of California. The Restitution Recovery Section ensures that restitution fines and orders are levied and collected pursuant to applicable statutes. Our mission is to serve our claimants and stakeholders through effective assistance and timely resolution of claims. The VCGCB is a special fund department under the direction of the State and Consumer Services Agency.

**POSITION SUMMARY:**

Under the supervision of a Staff Services Manager I (SSMI), the CSA performs a wide variety of duties and analytical tasks required in administering the Customer Service Section.

Customer Service Section staff serve as the primary liaison between the Victim Compensation Division and claimants/victims, service providers, victim witness organizations, law enforcement, attorneys, and the general public. CSA staff provide daily scheduled telephone coverage responding to inquiries from claimant/victim, service provider, victim witness organizations on matters regarding eligibility recommendations, benefit determinations, appeal recommendations and VCGCB division inquiries, and other complex issues. In addition, the CSA recommends reimbursement of Victim Compensation Program claimant losses in compliance with the Victim Compensation Program (Program) statutes, regulations and policies.

Uses a variety of telephone techniques, customer and crisis intervention skills and Board resources to assist the public; perform analytical support functions involving quality assurance, workload analysis, program development, and performance data tabulation and analysis; monitor achievement of Call Center goals and objectives; accomplish ongoing improvements in productivity, consistency, and accuracy within the Call Center program.

Incumbents process requests for reimbursement and payment of crime-related losses from claimants and providers in accordance with statutes, regulations, and established policies and guidelines; provide excellent customer service by providing professional, effective and timely assistance to claimants and stakeholders; and ensure claims are processed accurately.

Provide expert program knowledge to all Call Center staff in responding to the more complex customer questions. Analyze economic losses or expenses resulting from an injury to or death to a victim of crime, and calculate the amount of payment to claimants and/or providers after considering the maximum rate and service limitations for the type of expense being processed.

Review and analyze medical, dental, funeral/burial, income or support loss, mental health, rehabilitation and relocation and other expenses submitted to the Program for reimbursement determine whether the expenses are crime-related.

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**Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.**

**California Relay Service:** Voice line: 1-800-735-2922  
TDD User: 1-800-735-2929

**Position Number: 040-420-5157-004**

**RPA# 09-024**

**Posted: 10/24/08**

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Analyze economic losses or expenses resulting from an injury to or death to a victim of crime, and calculates the amount of payment to claimants and/or providers after considering the maximum rates and service limitations for the type of expense being processed.

Contact hospitals, physicians, law enforcement officials, mental health treatment providers, funeral service providers and others to verify the amount and nature of the losses incurred by the claimant, to confirm amounts paid by or received on behalf of the claimant, and to obtain any other pertinent information deemed necessary by the Board.

Assist with workload distribution, phone schedule development, and monitoring incoming call volumes and service levels; provide ongoing oversight/support to new CSR staff on all program areas covered in training; assist the PPS to resolve and respond to phone calls from a variety of customers on all types of complex and sensitive issues elevated by the CSR staff.

**DESIRABLE QUALIFICATIONS:**

- Good Interpersonal Skills.
- Effective Time Management Skills.
- Strong Customer Service Skills.
- Demonstrated ability to communicate effectively both orally and in writing.
- Demonstrated ability to regularly practice diplomacy and tact in dealing with a variety of individuals.
- **Bilingual candidates are strongly encouraged to apply.**

**WHO MAY APPLY:**

Current State employees in the SSA classification or individuals eligible for appointment by way of transfer\*, list appointment, or reinstatement to the SSA classification. In addition to their application, candidates must submit a current resume and cover letter explaining their eligibility and their interest in this position. **Applications will be screened and only the most qualified candidates may be selected to interview.**

\* Transfer candidates must possess an active status on the State Personnel Board's SSA transfer exam list.

**SUBMIT APPLICATION AND RESUME TO:**

Victim Compensation and Government Claims Board  
Human Resources Section  
P.O. Box 48  
Sacramento, CA 95812-0048  
Attn: Brian Armitage  
brian.armitage@vcgcb.ca.gov

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